



WIRELESS E-911 SERVICES BOARD

March 9, 2005

10:00 a.m.

110 S. 7th Street
4th Floor Auditorium
Richmond, Virginia 23219

Members Present:	Sheriff Ron Oakes John Howell Linda Cage Chief Henry Stanley	Captain John Furlough Lem Stewart Chief Michael Neuhard Tracey Hanger
Members Absent:	Robert Woltz, Jr. Fred Vincent Denise Smith	Pat Shumate Gaylene Kanoyton David Von Moll
Remote:	Virginia Beach	Southwest Virginia
Staff Present:	Steve Marzolf, Coordinator Dorothy Spears-Dean, Analyst Jerry Simonoff	Sam Keys - Analyst Terry Mayo – Administrative Assistant

1. CALL TO ORDER

Lem Stewart, Chairman, called the meeting of the Board to order at 10:15 a.m.

2. APPROVAL OF JANUARY MINUTES

Mr. Stewart called for the approval of the January Minutes as written. Chief Neuhard made a motion, seconded by Captain Furlough, to approve the minutes for January; approved 8-0-0.

3. FINANCIAL REPORT

Mr. Marzolf informed the Board that the financial report that the balance has gone up from \$10,000,000 to \$13,439,358.10 because the PSAP payments in January were not credited in January, but in February. You will see a big drop next month as about \$6,000,000 in payments is made to the PSAPs. Mr. Marzolf informed that the Board that it should finish off the year with a balance of about \$10,000,000 which is what is expected.

4. CMRS MONTHLY STATUS SUMMARY

Mr. Marzolf said the month was uneventful. We are nearly 85% deployed, so things have started to slow down a bit. There was some good deployment from Verizon, and also from Ntelos. The one that is most noticeable is Phase II for TMobile; they doubled their number of Phase II deployments since our last meeting. They went from 28 to 56. So, TMobile has made a lot progress, and should be congratulated for their efforts. Mr. Marzolf asked for questions, and there were none.

5. PSAP Funding Committee Recommendations

Mr. Marzolf briefed the Board about the meetings held with the PSAP Funding Committee on February 23 and March 3, 2005. Mr. Marzolf informed the Board that this is the same committee that met last January to discuss other proposed changes to the PSAP funding. The direction to the committee, which was provided at the last Board meeting, was to broadly to consider any appropriate changes to the PSAP assistance and funding. Mr. Marzolf informed the Board that the first meeting (February 23, 2005) was spent brainstorming, i.e., coming up with a list of things they wanted staff to determine what the impacts would be (see attached minutes). Out of that meeting seven items were captured. Those seven items are:

- PSAP Consolidation
- Centralized Procurement
- Assistance to Localities
- Appropriate Funding Formula
- Automatic Pass-through Funding
- Personnel Minimums
- GIS/Support Personnel

These items were discussed at the March 3, 2005 PSAP Funding Committee meeting (see attached minutes). The issues were discussed and refined resulting in six items being recommended to the full Wireless E-911 Service Board for consideration. A summary of the discussions were provided as follows:

PSAP Consolidation

Mr. Marzolf informed the Board that the idea of PSAP Consolidation was that there were some level of PSAP that were too small to be able to have the tax base to afford to maintain and replace equipment in the future and that there may be some benefit to having regionalization and have PSAPs join together to be more efficient. The original proposal was that the Board should encourage that either to studies; funding assistance, or something to encourage those smaller PSAPs to join with other small PSAPs to make larger PSAPs.

Centralized Procurement

The idea of Centralized Procurement came from the last Board meeting when the Chair mentioned that VITA had found significant economies of scale when we leveraged the purchasing power of the Commonwealth. As a result, the question was whether or not there

would be the ability for the Board to assist localities in leveraging their purchasing power through some type of centralized procurement.

Assistance to Localities

Mr. Marzolf informed the Board that the suggestion was made that project management or program management assistance could continue after deployment of wireless E-911. Several small localities lack the resources to continue to maintain the wireless system, and the concern was that over the time the system that we spent all the funding to deploy initially will degrade over time.

Automatic Funding

Mr. Marzolf said this is an idea that he came up with to model after some other states, in particularly the states to the south of us, i.e. North Carolina. That does automatic pass-through funding to the PSAPs in which the funding is a portion of the revenue that is set aside for carriers, and the portion that is set aside for the PSAPs is distributed by a formula automatically to the PSAPs which will remove the needs for forms, approval, etc. It will also remove the fund balance, because everything there gets distributed to the PSAPs except what is set aside for the carriers.

Personnel Minimums

Mr. Marzolf said this question was concerning the minimum. The Board pays the minimum of \$30,000 now for personnel. The question now is if that is still appropriate, as it has now been three years since the Board implemented that \$30,000 minimum, and should that increase.

GIS and Support Personnel

This issue was based on the concern that PSAPs lack sufficient funding to support GIS and IT service. Currently the Board pays the wireless percentage towards internal GIS personnel assigned to the PSAPs. However, some localities or PSAPs are too small to have GIS staff at all, so they use contractors. Currently the Board does not pay any funding for contractors or IT personnel. So a discussion was on whether or not that should be expanded.

Mr. Marzolf informed the Board as a result of the discussions, there were a number of recommendations that the committee would like the Board to consider.

Mr. Marzolf summarized the recommendations of the PSAP Funding Committees recommendations to the E911 Wireless Service Board as follow:

- The committee recommends that Public Safety Communications (PSC) Division staff assist with identifying the localities and PSAPs that may have an issue with funding the continued operation and maintenance for the PSAP and support them with planning for and preparing for the future.
- The committee recommends that staff survey PSAPs to determine the interest for centralized contracts for individual products and services and whether that interest is sufficient to make statewide contracting worthwhile. If justified, staff should execute contracts for equipment and service similar to exiting VITA contracts, but leveraging local cooperative procurement contracts when appropriate.

- The committee recommends that the Board endorse, to the CIO, the concept of three regional offices to provide direct PSC Division staff support to the PSAPs on an ongoing basis.
- In the area of the appropriate formula, the committee does not recommend a change to the current formula for maintenance funding at this time; however, replacement costs will be an issue for large and small PSAPs moving forward. Though no changes are recommended, the Board will need to work with the PSAPs and the General Assembly to proactively address the issue of sufficient funding for PSAPs. The committee suggests that the Board may want to consider an on-going group to monitor this issue.
- The committee has determined that \$30,000 is sufficient for the intended purpose of being able to hire an additional dispatcher; however, that there is insufficient funding for other required personnel costs to support information technology costs including GIS. The committee therefore recommends that the current allowance for GIS personnel costs be expanded to include all IT support services from both internal and external staff and a second minimum of \$10,000 be established for those costs. These IT support service costs could simply be added to the PSAP's existing personnel costs, which are also funded at the wireless percentage of total calls, but the \$10,000 minimum would be accounted for separately to ensure adequate funding for this support function.
- The committee recommends that one director's salary can be included in each PSAP's personnel costs even if they have other responsibilities outside the PSAP. This will allow each PSAP to get the wireless percentage of funding for their director, coordinator, manager or similar job title.

Mr. Stewart asked for comments on the recommendation. Mr. Howell asked when we expect to hear back from the staff on the 1st two items. Mr. Marzolf informed the Board that the Committee that only the director's salary change is included in FY2005, and all the other changes are effective FY2006. Mr. Marzolf said it would take at least six months to get back after working with the PSAPs to determine who needs this help. Mr. Marzolf said he and his staff need to identify the major issues and then determine how to solve those issues.

Mr. Stewart provided some input into the Contract Centralization issue. He would like staff to determine if we could leverage existing information and relationships. Another recommendation was for staff to work closely with the PSAP in this process to determine if standardization could occur. Mr. Stewart said that VITA would help. Also, he suggested that staff consider alliances with other states.

On the issue of maintenance, Mr. Stewart recommended that the staff and PSAPs should explore leveraging resources and technology through share services (public/private partnerships). Mr. Stewart said that VITA is doing a lot of that right now. Mr. Stewart said that \$7.5 million was reduced in local government charges in 2004. This year it will exceed \$8 million. Mr. Stewart asked if there are any other questions.

Howard Douthit of Norfolk voiced his concerns about creating three regional offices. He was concerned about the cost of setting up regional offices, because he felt that PSAPs do not

need on-going help. He recommended having more staff in Richmond office as oppose to regional offices and that the staff go out to the areas. His other concern was how the new GIS/support cost would be considered if the costs were shared. Mr. Marzolf replied that staff will work with each PSAP to determine an appropriate way to apportion shared costs as has been done in the past and will bring them before the Board for approval. Regarding the regional offices, Mr. Marzolf replied that travel times to PSAPs made it difficult to put all personnel in Richmond and that the cost for the regional office space would be kept to a minimum by using existing state facilities.

Mr. Stewart said that he has talked with Mr. Marzolf and he has a lot of facilities throughout the Commonwealth for space etc. if there were a question of not having space for regional offices. Mr. Stewart said that he recommends that the committee stay in tact and consider recommendations for consolidation, etc. be brought to that committee to completion by staff to revue and evaluate. On the \$380,000 in salary Mr. Marzolf is proposing for salaries for the additional staff it is based on an evaluation and implementation plan, and he is asking that on contingency that the staff submit that implementation plan to the PSAP Funding Committee for revue, and that be the governing body on how the Board implements that program and allow it to go forward. Mr. Marzolf informed the Board that the CIO consideration on how he wants it to be done is appropriate. Mr. Stewart said to consider this issue done.

Mr. Howell made a motion, seconded by Chief Stanley, that all of the recommendations from the PSAP Funding Committee be accepted; approved 8-0-0.

6. OLD BUSINESS

- a) Legislative Update (State and Federal) - Mr. Marzolf informed the Board that The Senate Bill was passed. Mr. Marzolf informed the Board about the last minute VoIP addendum that was put into the bill. However, that was voted down. Mr. Marzolf informed the Board that his office did not request the inclusion of VoIP in the bill.
- b) FY2006 Funding Request
Mr. Marzolf informed the Board that FY2006 funding requests were received from Charles City and Gloucester Counties and that he recommended approval (see attachment). Sheriff Oakes made a motion, seconded by Ms. Cage, to approve the funding requests; approve 8-0-0.

7. NEW BUSINESS

No new business from public or board member. Mr. Marzolf said that Ron Wade unexpectedly retired last Monday and wished him luck in his future endeavors.

8. ADJOURN MEETING OF THE BOARD

Mr. Stewart called for the motion to adjourn the meeting at 10:57AM. Sheriff Ron Oakes made a motion, seconded by Mr. Howell, to adjourn the meeting; approved 8-0-0.

Respectfully submitted,

Approved by Board: _____
(date)